GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4103
ANSWERED ON:20.08.2001
SURPRISE CHECKS AT AIRPORTS
ADHIR RANJAN CHOWDHURY

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government have mooted plans to conduct surprise checks at important airports to examine the efficacy of customer services and provide adequate facilities at airports during the last few months;

(b) if so, the details thereof alongwith the details of discrepancies found;

(c) whether customer grievances cell is proposed to be formed at all the important airports to look into the complaints of the customers; and

(d) if so, the details thereof?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SHARAD YADAV)

(a) and (b) :- A Committee under the Chairmanship of Joint Secretary and Grievances Officer of the Ministry of Civil Aviation and consisting of representatives from the Airports Authority of India, Indian Airlines, Air India and the Ministry has been constituted in May, 2001 to inspect various airports. The Committee carried out inspection of IGI Airport, Delhi in the month of July, 2001. The surprise survey pointed out deficiencies in the areas such as coordination, cleanliness, air conditioning, flight information display boards, grievance cell, wheel chairs and trolleys, signage, baggage claim, toilets, etc.

(c) and (d) :- A Grievance Cell has been established at the headquarters of the Airports Authority of India. At all important airports, Duty Manager attends to the immediate problems of the passengers. In addition, Public Grievance Officers have been nominated at all the airports. It is the endeavour of the AAI to provide the best services for the smooth functioning of the airports.